

Sample Commodity Order Sequence

After logging into the production system (part of the VA's VistA software/database), the Contractor Employee will process an order similar to that seen below. The **bold and highlighted text** represents required typed entries. The **bold and blue text** is the default if you press Enter without typing something different.

The majority of orders are received from veterans on the standard VA Form 2346a, as seen here actual size.



1. PRINT LAST NAME - FIRST NAME - MIDDLE INITIAL	
2. PRINT ADDRESS (Street No., City, State, and ZIP Code)	
3. E-MAIL ADDRESS	
4. THIS ADDRESS IS <input type="checkbox"/> NEW PERMANENT <input type="checkbox"/> NEW TEMPORARY	5. PRINT LAST FOUR DIGITS OF YOUR SOCIAL SECURITY NUMBER <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6. DATE	
Please send a six month supply of batteries for the following device(s):	
BRAND NAME	
MODEL	
SERIAL NUMBER(S)	
BATTERY TYPE AND/OR SIZE	
ACCESSORIES FOR DEVICE(S) (Shipped separately from batteries)	

Detach and Mail

VA FORM JUL 2010 **2346a** REQUEST FOR BATTERIES & ACCESSORIES

The Contractor Employee will type the first letter of the veteran's last name along with the last four digits of the veteran's social security number and press the **Enter** key. This will display a list of veterans that share that particular combination.

The Contractor Employee will choose the correct veteran from the list by typing the corresponding number and pressing the **Enter** key.

```

Select PATIENT NAME: EXXXX
  1  EXXXX  LAST NAME, FIRST NAME XXX-XX-XXXX
  2  EXXXX  LAST NAME, FIRST NAME XXX-XX-XXXX
  3  EXXXX  LAST NAME, FIRST NAME XXX-XX-XXXX
  4  EXXXX  LAST NAME, FIRST NAME XXX-XX-XXXX
  5  EXXXX  LAST NAME, FIRST NAME XXX-XX-XXXX
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 1 LAST NAME, FIRST NAME XXX-XX-XXXX
    
```

← This part populates automatically after you press Enter.

This will display the *Patient Information Screen* for that veteran (see next page).

The Contractor Employee will compare the information supplied by the veteran on the blue card to the information on the Patient Information screen and update or add information if necessary. Only those fields listed under section [2] on the screen may be updated. Differences identified within sections [1] or [3] should be set aside and taken to the trainer or the section supervisor—when convenient or at the end of the day. To change or update any of the fields in section [2], type 2 and press the Enter key.

If the address on the blue card is identified as NEW TEMPORARY, and no dates are given, the Contractor Employee will enter the date in block #6 as the *Start* date and a date 6 months forward from that date for the *End* date.

If there are no changes to be made on the Patient Information screen, the Contractor Employee will type "D" and press the **Enter** key.

Temporary Address will be chosen automatically if the order is placed between the Start & End dates listed...

```

Last Activity:
AUG xx, xxxx          VA DENVER ALC PATIENT INFORMATION          FEB xx, xxxx
-----
[1] Name: Last Name,First          SSN: xxx-xx-xx          DOB: xx-xx-xxxx
          C #: xx-xxx-xxx          DOD: xx-xx-xxxx

[2] Addr: XXXXXX          Temp: Street Address
          XXXXXX          City, State Zip
          Ph:          Start: xx-xx-xx          End: xx-xx-xxxx
          E-mail:          Ph.:
          Block Email?: NO

[3] Primary Eligibility: UNKNOWN
    Disability  Elig.  Elig. Date  Station  Remarks
    1) XXXX    XX    xx-xx-xx    791 - DENVER

[4] Remarks:
<D>isability, <E>xtended Screen, <L>etter, Pa<T>ient, <A>ssistive Devices,<P>rint, 1-4 to edit: D
  
```

This will display the "HEARING DEVICE INFORMATION - ITEMS IN USE" screen.

To place a commodity order (in this case for hearing aid batteries) the Contractor Employee will type the number to the left of the device identified by the veteran on the blue card along with the letter B (for batteries) and press the Enter key.

```

                HEARING DEVICE INFORMATION - ITEMS IN USE
                *** Continuing Eligibility - HEARING IMPAIRED ***
Last Name, First Name          SSN: xxx-xx-xxxx          YOB: xxxx
Disability: XXXX          Usage: XXXX
          Issue          A
          Date  Make          Model          Serial No.  Sta Battery R Type  Remark
-----
Hearing Aids:
1  xxxxxx  STARKEY  S SERIES 1Q11 BTE  11111111  791 ZA312  L OE
2  xxxxxx  STARKEY  S SERIES 1Q11 BTE  22222222  791 ZA312  R OE
3  xxxxxx  PHONAK  MICROSAVIA ART 100 D  3333333AA  586 ZA13  L OE
4  xxxxxx  PHONAK  MICROSAVIA ART 100 D  4444444BB  586 ZA13  R OE

End of hearing devices for this patient!

Enter (R)egister, (C)hange, (B)attery, (T)ransaction, (S)erial Number,
Custom (A)id, A(L)D, Accessor(Y), RETURN to cont., or "^" to exit: B1
  
```

The *BATTERY ORDER HISTORY* screen will display.

Enter "O" (to place an order) and press the Enter key.

```

                                BATTERY ORDER HISTORY
                                *** Continuing Eligibility ***
Last name, First Name          SSN: xxx-xx-xxxx          YOB: xxxx
Make-----Model-----Serial #-----Battery-----Issue Sch-----Qty Avail
STARKEY    S SERIES 1Q11 BTE  11111111          ZA312          60 - 120          981,000
                                Status
#   Status      Date      VA Item Name      Qty      Enclosures      Remarks
1 Shipped      xx/xx/xx  ZA312             60
2 Shipped      xx/xx/xx  ZA312             60
3 Shipped      xx/xx/xx  ZA312             60
4 Shipped      xx/xx/xx  ZA312             60          AUTO-PROCESS
5 Shipped      xx/xx/xx  ZA312             48
6 Shipped      xx/xx/xx  ZA312             48
7 Shipped      xx/xx/xx  ZA312             48

(O)rder, (C)hange, (D)etail, Pa(T)ient, RETURN to cont., or "^" to exit: O

```

After the date prompt, the next line refers to the veteran's method used to request the order.

```

Select ITEM: ZA312//          POWER ONE          BATTERIES
-----Item-----Qty on hand-----Qty backordered-----Qty available
ZA312          981,000          0          981,000

Order this item? Y/N YES//
Quantity: 60
DATE REQUEST RECEIVED: FEB 03,2000//T (FEB 15, 2000)
Select <C>ard, <E>mail, <F>ax, <P>hone or <S>tep thru prompts: Step// C
Send order to <P>ermanent address, enter Institution name, or <D>isplay: P//
                                Permanent Address
XXXXXXXX
XXXXXXXX
XXXXXXXXXX XX  XXXX

Is this the correct address? Y/N YES//

At this point, the clerk presses Enter 3 more times to cycle back & enter the next order.

Select PATIENT NAME:

```

Total time if no changes to the Patient Information screen: **20-30 seconds**

Total time if changes are required: **60-90 seconds**

Figures are based on average time required by all clerks assigned 1-Oct-11 to 30-Sep-12.